

The Patient Pulse 2

Newsletter from Clift Surgery's Patient Participation Group

Welcome to the second edition of The Patient Pulse, the new newsletter from Clift Surgery's Patient Participation Group. We've created this newsletter to keep you informed about what's happening at the surgery, to highlight the work of the PPG, and share useful health and wellbeing information with our community.

Each edition will bring you updates, news, and opportunities to get involved. We hope you find it helpful, interesting, and a positive way to stay connected with your local practice.

Clift Surgery News

Changes in the way the surgery contacts you. The surgery now uses email as the primary method of contacting patients, not SMS texts. This includes notification of when your medicines are ready to collect. Please make sure that you check your emails regularly including the Spam folder. Please make sure the surgery has the email address that you use most frequently or let the surgery know if you need to be contacted in another way. Email means that information can be sent out more quickly and you can read messages on your computer as well as your phone. You may find messages on the NHS App as well.

DNAs. The number of patients not attending booked appointments is still a problem. Some of these are admin errors but if patients do not attend a booked appointment, whether a GP face to face, a blood test, physio appointment, or a telephone call, it means someone else could have taken that slot.

In the last week of May, 849 appointments were made but only 619 attended.

EConsult is still the best way to get a medical problem reviewed quickly. If it identifies something that needs a quicker response you will be asked to call the surgery but be prepared to explain what the problem is to the specially trained receptionists who will pass the information to the duty doctor.

The Pink Portacabin is currently being used as offices. The internal configuration of the building is changing to allow for further offices and an examination room.

Parking

Please be careful when you park at the surgery. Space is tight so please be considerate of other patients.



Dispensary News

Ordering repeat prescriptions. The dispensary is extremely busy and a valuable asset to the surgery. Turnaround continues to improve, but please remember to put in your order in good time. Emergency dispensing takes time away from those patients who have ordered correctly and if you are going on holiday, please order two weeks in advance.

NB. If you are going away in this country and you have forgotten your medicines, you can call 111 and an emergency supply can be issued at a local pharmacy.

Don't forget the **Pharmabox** is available 24 hours a day for patients to collect their prescriptions. All you need to do is sign up and when your prescription is ready you will receive a code via text message which you type in and then retrieve your package. There is a contact payment facility for those who don't qualify for free prescriptions.

PPG News

New Web site

If you missed the first newsletter, you can find it on the PPG website www.ppgclift.org.uk If you have a friend, neighbour or family member who does not use the Internet, please consider downloading it and give them a copy.

Changes to NHS England

The key changes in the 10 Year plan in its simplest form are :

- Sickness to prevention
- Hospital to community
- Analogue to digital

This won't happen overnight but Clift Surgery, supported by the PPG, are working towards this.

1. **Sickness to Prevention.** Improved information about prevention, especially cardiovascular disease. More information can be found at www.bloodpressureuk.org and in the next Patient Pulse.
2. **Analogue to digital.** The PPG offers support to patients who need help in accessing the NHS app and ordering repeat medicines. This App is a valuable resource for managing your health with records of consultations and relevant letters. The PPG will be offering sessions on some Saturday mornings for anyone wishing to know more. All you need is a Smart mobile phone (Android or iPhone) or a tablet. **Next date July 18th 9.30-11.30am at Clift Surgery.**
3. **Hospital to Community.** This has already started with the generosity of Clift Surgery patients who supported Dr Ward's fundraiser to support the Frailty team to keep older and more vulnerable patients out of hospital if possible.

Dr Ward's adventure.

"In March 2026 I took on a major challenge: a 500km Arctic race in Sweden, pulling a pulk with all my food, sleeping kit and safety equipment. I did this to raise funds for our local frailty team, so they can support vulnerable patients at home and reduce the need for hospital visits — journeys that can be exhausting and difficult for this group.

Thanks to the incredible generosity of the Clift Surgery community, £4,500 was raised. I am deeply grateful for every donation and message of support. Here is what the money has already enabled:

- **A portable ECG machine**
This allows the team to diagnose heart-rhythm problems quickly and monitor medication safely at home, preventing avoidable admissions and offering reassurance to patients.
- **A portable bladder scanner**
This helps identify problems early in catheterised patients and ensures comfort for palliative patients who may not be able to express pain or discomfort.
- **Future iPads for home-visit documentation**
The remaining funds are set aside for devices that will allow the team to access records and write notes during visits, saving time and enabling more support for housebound patients. This is progressing through the necessary data-security steps.

Although I had to withdraw from the race at 185km due to a chest infection, I am committed to completing it and have entered again for March 2027. Seeing how these funds are already improving patient care is a huge motivation, and I cannot thank you enough for your kindness and encouragement."

We hope you find this newsletter interesting and helpful and if you have any comments or questions, please get in touch Email: ppgclift@gmail.com

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